



Job Title	Transit Dispatcher	FLSA Status	Non-Exempt
Band	GNL	Probationary Period	12 Months
Zone	6	Job Code	11043

Class Specification – Transit Dispatcher

Summary Statement: The purpose of this position is to ensure timely and safe operation of the Mountain Metropolitan Transit local fixed-route bus system by communicating in real-time with drivers to provide alternate routing when needed; handle emergency situations by coordinating with local and regional agencies; advise public of temporary route and schedule changes; and interface with service provider management regarding daily operational needs. Inputs and logs data into transit specific database.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Monitors radio transmissions and responds to calls, requests, and inquiries; provides information to drivers; and communicates with other agencies for emergency response.
40%	Logs radio communications and bus stop criteria into transit specific software, and records daily ticket sales into spreadsheets.
10%	Keeps inventory and account of all web, walk-in, and vending machine sales; orders tickets, supplies, and forms; and monitors and restocks vending and ticketing machines.
5%	Performs semi-annual inventory of bus stop amenities and enters the data collected in transit-specific software evaluation system for each stop. Collects and directs bus stop damage reports to appropriate contractors, and makes geo code changes to bus stop locations.
5%	Oversees bus terminal operations by monitoring video and radio; monitors bus departures from various time points for on-time performance evaluation; and verifies driver's uniform compliance. Monitors route adherence and documents and reports deviations.



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Competencies Required:

Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED).

Experience: One year of full-time public transportation experience (i.e., bus driver/operator, bus dispatcher, bus driver/operator supervisor), and one year of full-time radio communications experience.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Commercial Driver's License

Upon Hire

Certifications required in accordance with standards established by departmental policy.



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Supervision Exercised:

Position has no responsibility for the direction or supervision of others.

Supervision Received:

Receives Direction: This job title normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

Fiscal Responsibility:

This job title has no budgetary responsibility.

Physical Demands:

Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Daily
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Rarely

Machines, Tools, Equipment, and Work Aids: Telephone, fax machine, calculator, copier, vehicle, radio dispatch equipment, GPS units, computer, printer, and scanner.

Specialized Computer Equipment and Software: Microsoft Office and dispatched related software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: September 2014